

Pre-notification

CSC-10043005-3536

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

Subject: Upcoming Customer Satisfaction Program 91H3 – Rearview Camera Module

This letter describes a service that will be available for your vehicle at a future date. We will notify you again via first-class mail when your dealer is able to begin accepting appointments for this service.

Dear Audi Owner:

At the time your vehicle was produced, the control modules for the rearview camera were unavailable due to global bottlenecks at individual vehicle component suppliers. Therefore, your vehicle was built with the rearview camera preparation, in anticipation of the camera parts being available at a later time. As part of our ongoing commitment to customer satisfaction, Audi would like to inform you that we will soon be able to upgrade your vehicle to include full rearview camera functionality at no added cost to you.

What is the issue?

Your vehicle was produced with rearview camera preparation which limited the functionality of the parking assist and did not support full camera operation.

What will Audi do?

Audi would like to enable the rearview camera on your vehicle. We will inform you when we will have the parts available to install the rearview camera control module in your vehicle and activate the camera at no added cost to you.

When will you receive your next notification?

Audi will contact you in the coming weeks when the rearview camera control module for your vehicle becomes available. Please know that the part for the rearview camera control module is model-specific. Because of this, we will be contacting owners in waves based on model year and type.

What we would like you to do?

Once you receive the next notification via first-class mail, please contact your authorized Audi dealer and arrange for an appointment at your convenience. This service will take several hours and will be conducted free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Service help from us

If you have any questions regarding the upcoming customer satisfaction campaign, please contact Audi Customer Relations by phone or mail at:

Audi of America, Inc.
Attn: Customer Relations (91H3/K2)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-253-2834

We also invite you to visit our website at www.audiusa.com, where you can check to see if this or any other action may be open on your vehicle.

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. We thank you for being part of the Audi family and appreciate your continued loyalty!

Sincerely,

Audi Product Quality & Technical Service

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2011 Audi of America LLC and Audi Canada. All Rights Reserved.

Notification

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

Campaign Criteria Number: <Criteria ##>

Subject: Customer Satisfaction Program 91H3 – Rearview Camera Module Now Available

Dear Audi Owner:

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Pre-notification

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

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Service help from us

If you have any questions regarding this action, please contact Audi Customer CARE by phone or mail at:

Audi Canada
Attn: Customer Relations (91H3/K2)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-253-2834

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